

## WHAT'S

keeping staff informed &amp; current

## Prepared for disaster

**W**hen wildfires struck communities in San Bernardino County this past November, a team of Health Care Agency behavioral health professionals responded to assist in handling the human toll of the disaster.

HCA Behavioral Health Services' Disaster Response Team was activated November 1-3 to assist fire victims displaced from their homes. The evacuation center was set up in an aircraft hangar at the old Norton Air Force Base. According to Greg Masters, Service Chief of the Fullerton Adult Mental Health Services Clinic, twenty HCA representatives responded to the call for assistance and were a welcome sight for the weary staff of San Bernardino's Department of Mental Health. "When we showed up, there were smiles on their faces," Greg recalled.

Representatives of Adult Mental Health Services, Children and Youth Services and Alcohol and Drug Abuse Services participated on the team. While some of the victims asked for assistance, in most cases team members had to seek out those who were having the most trouble dealing with the disaster. Using a person-to-person approach, team members inquired of the fire victims about how they were doing and let them know that staff members were available if they needed someone to talk to. The Disaster Response Team also worked closely with Red Cross and other disaster relief personnel who were stressed out by long shifts, and with other behavioral health professionals on a peer-counseling basis.

One of the most difficult times came each evening at 9 p.m., when a photographer brought in pictures taken of homes damaged or destroyed by the fires. For many of the victims, this was the first factual information they had received about whether their homes were still standing and the impact was very dramatic.

The Disaster Response Team has received specialized train-

*(Right) Crisis intervention, information, and referral and support services were offered to victims of the San Bernardino fires.*



*(Above) Members of HCA Behavioral Health's Disaster Response Team gather for a briefing.*

ing to prepare for trauma response services and meets on a regular basis to keep these skills up to date. They have responded to several other disasters, including the Sylmar earthquake and the Laguna fires.

## Agency leadership changes announced

**T**hree key HCA leadership appointments have been announced in recent weeks, including the naming of a new Assistant Agency Director.

Leading the way is the appointment of David L. Riley as Assistant Director of the Health Care Agency. In his new role, Dave has responsibility for HCA operations, while providing support to the Agency Director and continuing to play an important role in the establishment of policy.



*David Riley, new Assistant Director of HCA*

Dave's career with the County of Orange began in the County Administrative Office, while his experience in the Health Care Agency includes the management of programs in Public Health, Medical and Institutional Health Services and Financial Services. Most recently, he was instrumental in developing HCA's Office of Compliance and the Compliance Program, serving as Chief Compliance Officer.

The new Deputy Agency Director for Behavioral Health Services is Mark



*Mark Refowitz, new Deputy Agency Director for BHS*

Refowitz, LCSW. Mr. Refowitz, who began his new duties on January 5, came to HCA from the County of San Diego, where he served as the Director of Mental Health Services. There, he was responsible for an agency with a staff of over 425 employees, a \$125 million annual budget and the provision of services through a large network of county operated programs and contracted providers.

His background includes experience in both public and private sector behavioral health programs, and he holds a Masters Degree in Social Work from the University of Connecticut.

The appointment of Jeffrey A. Nagel, Ph.D., to the position of Chief Compliance



*Jeffrey A. Nagel, new Chief Compliance Officer*

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# Celebrate Healthy Weight Week

**I**t's time to celebrate Healthy Weight Week from January 18 – 24 by eating well and being active. Start off the New Year by eating at least five fruits and vegetables everyday and incorporating some of the following tips developed by Francis M. Berg from the Healthy Weight Network.

## Enjoy Living Actively

- Be active your way, every day.
- Move for the sheer joy and power of it, for time spent with family, friends, nature.
- Celebrate activity as a natural part of your life; fitness feels good.
- Be creative—enjoy movement throughout the day.
- Enjoy the benefits—increase your energy, relieve stress, sleep better, strengthen bones, improve health and resistance to illness.
- Help your body regulate—when you're active it's easier to know when you're hungry and when you're full.
- Fitness, not weight, is the key to longevity.
- Add years to your life, and life to your years. Take the time to take care for yourself.
- Share the benefits with family and friends. Have more fun!



## Enjoy Eating Well

- Take pleasure in eating. Think of food as a friend—celebrate, enjoy, taste, savor.
- Emphasize regular meals and include foods you like.
- Listen to your body—go to the table hungry, eat till you're full.
- Enjoy a balance of the 5 food groups: grains, fruits, vegetables, meat and milk (see the Food Guide Pyramid).
- Meet your body's energy and nutrient needs.
- Learn to like new foods—enjoy variety.
- Maintain a stable, diet-free lifestyle.
- Tailor your taste toward foods moderate in fat, sugars, and salt.
- All foods can fit—there are no bad foods.
- Trust your body to make up for “mistakes.”
- Enjoy family meals and home cooking.

For more information on how to celebrate Healthy Weight Week, visit [www.healthyweightnetwork.com](http://www.healthyweightnetwork.com).

*“Celebrate Health at Any Size” tips developed by Francis M. Berg with adaptations from Vitality, Health Canada, and Linda Michinski’s HUGS programs, and credits to dietitians Elyn Satter, Dayle Hayes, Nancy King, Karin Kratina and Gail Marchessault. Reprinted from Women Afraid to Eat. Copyright 2000 by Francis M. Berg. All rights reserved.*

Ring out the old, ring in the new,  
Ring, happy bells, across the snow:  
The year is going, let him go;  
Ring out the false, ring in the true.  
—Alfred, Lord Tennyson, 1850

# Holiday projects make a difference

**T**he generosity and caring of HCA employees made a tremendous difference in the lives of Orange County residents again this year through holiday programs designed to assist HCA clients and others in need.

Behavioral Health Services' Children and Youth Services-Project Together was able to help more clients in a single month than ever before through its “One For The Kids” holiday program. The project invited HCA staff and others to donate items including toiletries and new and gently-used clothing. The donations allowed Project Together's Resource Center to fill 93 requests in December, including a request for size 15 shoes for a youth leaving for an out-of-state placement. The program was also able to provide holiday surprises through a donation of 100 new stuffed animals.

Another great success was this year's Project Together Holiday Boutique fundraiser, held November 19. Proceeds from the sale of handmade and donated items benefit Children and Youth Services clients and their families, and this year's Boutique, the fourth annual event, was the most successful ever due in part to the donated holiday crafts and food, a silent auction and a Christmas Tree Walk.

More than 400 families benefited from the Holiday Hope program coordinated by HCA Volunteer Services. Through the program, grocery store gift certificates were provided to 402 families, helping 1,576 individuals. The Holiday Hope program was just \$700 short of having enough donations to assist all of the families referred to the program, and Volunteer Services staff say its not too late to donate if you'd like to help some of the 70 individuals from 14 families remaining on their list. For more information contact Amber Hannigan of HCA Volunteer Services at (714) 834-4144.

HCA employees also provided vital support to the Operation Santa Claus and Senior Santa & Friends programs coordinated by the Social Services Agency. Toy donations through Operation Santa Claus help to brighten the holidays of many children from families enrolled in county programs, while Senior Santa gift items are provided for older adults.

Our thanks to all of the HCA staff members who supported these important holiday programs through their generous donations!





## Compliance training boosted by on-line offering

**T**he availability of on-line training during 2003 helped HCA staff and contractors complete their annual refresher training in record time! According to the HCA Office of Compliance, almost two out of every three HCA employees chose on-line training to complete their required annual update. Feedback from those who went on-line for training was generally very positive, and Compliance officials hope that the few bugs that occurred in the on-line training process will be eliminated next year with the availability of the County's new Learning Management System.

Over 3,000 individuals participated in this year's Compliance training, which includes employees, volunteers, and contractors. Chief Compliance Officer Jeff Nagel says the availability of on-line training helped to speed the process. "This is the third year we've conducted annual Compliance training," said Dr. Nagel. "Our experience and the use of technology have allowed us to decrease the length of time needed to train our staff. This year, we set a new standard by training almost everyone during a two-month period." Special thanks are offered to the group of hands-on Compliance trainers who committed their time to hold classroom training sessions for HCA's workforce.

The New Year finds the Compliance program focusing on an annual review of the Agency's Code of Conduct to ensure that it remains a current and relevant resource for all of HCA. The Office of Compliance, with the help of the Agency's Compliance Committee, is identifying a group of employees from all levels of the Agency to take part in the review and updating of the 2<sup>nd</sup> edition of the Code of Conduct. Even if you're not selected to be a member of this focus group, you can provide your input and suggestions on the Code of Conduct by contacting the Compliance Committee member representing your service area, or by contacting the Office of Compliance directly.

**The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:**

**(866) 260-5636**

### FEBRUARY HEALTH OBSERVANCES

American Heart Month

Kids ENT (Ears, Nose, Throat) Month

National Children's Dental Health Month

Wise Health Consumer Month

National Burn Awareness Week . . . . . 1 - 7

National Children of Alcoholics Week . . . . . 8 - 14

Cardiac Rehabilitation Week . . . . . 8 - 14

National Child Passenger Safety Week . . . . . 8 - 14

Congenital Heart Defect Awareness Day . . . . . 14

National Eating Disorders Awareness Week . . . . 22 - 29

## Who Mentored You?



Pass it on. Mentor a child.

January is National Mentoring Month

## January is National Mentoring Month!

**W**hen you were growing up, did you have a mentor you looked up to for guidance and inspiration? Maybe a special teacher or coach who went the extra mile to support your strengths and nurture your potential? Mentoring can make a positive, lifelong impact on a child's life. In celebration of National Mentoring Month during January, the Health Care Agency's Alcohol and Drug Education & Prevention Team (ADEPT) encourages people to consider becoming a mentor to a child in their community.

There are more than 30 mentoring programs in Orange County, including those sponsored by HCA. To learn more about mentoring or to find mentoring programs in your area, visit the Orange County Mentoring Partnership's website at [www.ocmentoring.org](http://www.ocmentoring.org). You can also call Shauna Antley, ADEPT Health Education Associate and Mentor Coordinator, at (714) 568-5686, or the Volunteer Center Orange County at (714) 953-5757, x106.

### Personnel

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Officer was also announced in late December. Dr. Nagel has served as Senior Assistant Compliance Officer since August 2002 and was selected for the position of Chief Compliance Officer as the result of a competitive process. During his tenure with HCA, he has served as Program Manager for the Children's System of Care in Behavioral Health, as well as in clinical positions. As HCA's Chief Compliance Officer he reports to both the Agency Director and the County Internal Auditor, and will participate as a member of the Agency's Executive Team.

# Avoiding the flu bug

**D**uring a year that included both SARS and West Nile Virus, 2003 drew to a close with a flurry of activity related to influenza, as HCA programs and services responded to meet the demand for information, flu shots and other assistance.

The first line of defense against influenza is still a flu shot each Fall, with the unusually late demand for flu shots this season following extensive media coverage of flu deaths among children and an early start to the flu season. Among the groups for which flu shots are recommended are health care workers and those who come into close contact with individuals who are at high risk for the potential complications of influenza.

There are other ways to help protect your health against common illnesses. The steps recommended by the Centers for Disease Control include:

- **Avoid close contact**

Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

- **Stay home when you are sick**

If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.

- **Cover your mouth and nose**

Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.

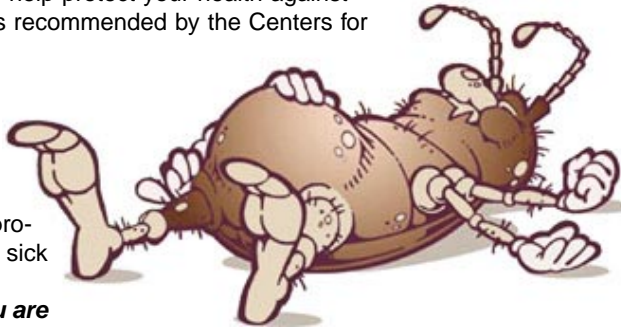
- **Clean your hands**

Washing your hands often will help protect you and others from germs.

- **Avoid touching your eyes, nose or mouth**

Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

Remember—get your flu shot early next year, before the start of the flu season!

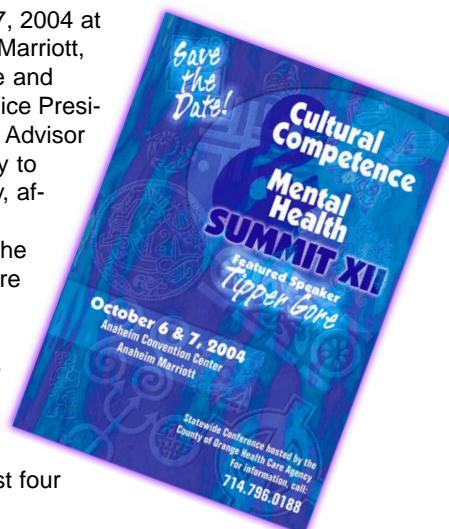


# Cultural Competency to host 2004 State Conference

**T**he County of Orange has been selected as the host county for the Twelfth Annual Cultural Competence & Mental Health Summit: **A Renewed Vision of Culture**, with HCA Behavioral Health Services' Cultural Competency Program working to stage the statewide event.

The Summit will take place October 6 & 7, 2004 at the Anaheim Convention Center & Anaheim Marriott, with Plenary Speakers to include Tipper Gore and David Kinzie, MD. Mrs. Gore, wife of former Vice President Al Gore, served as Mental Health Policy Advisor to President Clinton and has worked tirelessly to educate Americans about the need for quality, affordable mental health care.

Dr. Kinzie is a professor of Psychiatry at the Oregon Health and Sciences University, where he serves as Director of the Post-Traumatic Stress Disorders Clinic and the Torture Treatment Center of Oregon, as well as serving as a psychiatrist in the Intercultural Refugee Program. This momentous Summit will take the place of the Annual Multicultural Conference that HCA has proudly hosted for the past four years during the month of March.



# HCA receives grant for PH Initiatives

**I**n a time of tight budgets and a difficult financial outlook, the Health Care Agency received some good news in 2003 from a foundation interested in improving the health of Orange County residents.

Representatives of the Pacific Life Foundation contacted HCA in 2003 to determine if the Agency would be interested in applying for a one-time grant for special programs. According to Public Health Chief Medical Officer Margaret Beed, M.D., this was a terrific opportunity to seek funding for special programs that meet recognized community health needs.

The Agency sought and was granted \$214,000 for 2004, which will be used for two special projects. One is to expand dental health assessment and treatment services for uninsured children through the Agency's Public Health Dental Clinic and through community clinics.

The second program will focus on the growing problem of diabetes, training community health workers to offer diabetes self-management and prevention programs for diabetics and those who are at a high-risk of developing diabetes. One in seven California adults suffers from or is at significant risk for diabetes, according to a study conducted by the UCLA Center for Health Policy Research. Due to recent budget challenges, the Agency had been forced to reduce contracted services in the area of diabetes prevention and education, so the grant will help to restore services in this important area.

The Pacific Life Foundation, based in Newport Beach, supports programs and projects in several targeted areas including health and human services, education, art and culture.

health care agency

## WHAT'S UP

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**WHAT'S UP** is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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**Your Input**

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